

**Service Area Plan**  
**Department of Accounts**  
**Administrative and Support Services (79900)**

## **Service Area Background Information**

### **Service Area Description**

DOA's administrative services section provide payroll, invoice processing/accounts payable and accounting reconciliation services in support of the Departments of Accounts, Treasury, and Planning and Budget. DOA staff provides accounts payable services to the State Council of Higher Education in Virginia, the Commonwealth Health Research Board & the Virginia Racing Commission.

DOA was among the first agencies to adopt an administrative service bureau that supports the routine technical aspects of administrative operations for more than one agency. To accomplish this, the DOA administrative services staff adopted a customer oriented approach to their work which emphasized quality attention to service needs regardless of whether the service was for DOA or another supported agency.

In order to provide uniform accounting procedures for state government, DOA publishes the Commonwealth Accounting Policies and Procedures Manual (CAPP). The CAPP is a four volume set of prescribed accounting practices which is used by all agencies of state government. A publications unit manages the frequent revisions to the CAPP which are required by changes in state or federal law, generally accepted accounting principals, or administrative policy. Starting in FY 2003, the CAPP manual is no longer printed, but is still updated regularly and posted on the internet.

This service area also publishes other documents, such as the Quarterly Report, that require high quality finishing and numerous copies to be distributed. In addition to printed items, the publishing unit utilizes the DOA Web Page as a means of making DOA publications electronically accessible. This technique significantly reduces the production and distribution costs for DOA, particularly for very lengthy publications such as the Comprehensive Annual Financial Report (CAFR).

This service area also manages the process of Line of Duty claims for the Commonwealth. DOA is responsible for making lump sum payments to the beneficiaries of certain public safety personnel (e.g., police, fire, rescue) who die from work-related causes and an increasing number of monthly payments for health insurance for disabled public safety personnel injured in the line of duty and their spouses and dependents.

Code § 2.2-814 requires the Comptroller be served for claims against the Commonwealth whenever the specific responsible state official cannot be determined.

DOA's public records unit is the official repository for all documents pertaining to cash deposit and disbursement transactions, unless that responsibility has been delegated by the Comptroller pursuant to the decentralization initiative described earlier. The public records unit has been steadily reducing in size as decentralization moved forward. However, a residual responsibility will remain for the storage of records pertaining to non-decentralized agencies, including those of elected officials, and for the records generated by DOA's own central processing activity.

### **Service Area Alignment to Mission**

This area handles the accounting, budgeting, payroll, and human resources activities for DOA and supports the other service areas.

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**Service Area Statutory Authority**

Code of Virginia Title 2.2 Chapter 8

**Service Area Customer Base**

Customers	Served	Potential
All COV agencies and institutions	230	230
Money Committee Staffs and Members	200	200

**Service Area Products and Services**

- Administrative Service Bureau
- This area produces the Commonwealth Accounting Policies and Procedures (CAPP) manual that provides policy guidance to agencies of the Commonwealth.
- This area process Line of Duty claim and insurance payments.

**Factors Impacting Service Area Products and Services**

The ability to attract and retain talented employees to handle the complex issues that DOA must address.

Line of Duty benefits are defined by the Code of Virginia, any changes to the Code will affect processing of claims/services offered.

The number of agencies that utilize the benefits of the Administrative Service Bureau will affect the volume of transactions that have to be processed.

**Anticipated Changes to Service Area Products and Services**

Services could be expanded if other agencies decide to utilize the Service Bureau.

**Service Area Financial Summary**

This area is entirely funded by general funds.

	<b><u>Fiscal Year 2007</u></b>		<b><u>Fiscal Year 2008</u></b>	
	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>
Base Budget	\$1,078,965	\$0	\$1,078,965	\$0
Changes to Base	\$195,938	\$0	\$195,938	\$0
<b>SERVICE AREA</b>	<b>\$1,274,903</b>	<b>\$0</b>	<b>\$1,274,903</b>	<b>\$0</b>

**Service Area Objectives, Measures, and Strategies**

**Objective 79900.01**

*Manage service bureau agencies in accordance with state policies.*

Administrative Services provides A/P services to 5 other agencies. This objective is designed to ensure that excellent service is provided to our services bureau agencies.

**This Objective Supports the Following Agency Goals:**

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- Strengthen oversight and improve agency internal controls.

**This Objective Has The Following Measure(s):**

- **Measure 79900.01.01**

*Percent compliance with the Prompt Payment Act.*

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** 99%, 2005

**Measure Target:** Greater than 95%, 2006-2008 biennium

**Measure Source and Calculation:** DOA produces the prompt pay report on a quarterly basis.

- **Measure 79900.01.02**

*Process Line of Duty claims promptly.*

**Measure Type:** Outcome

**Measure Frequency:** Other

**Measure Baseline:** The Code of Virginia requires that claims be processed within 45 days of receipt. Currently processing all claims within that time period, except when waiting on additional information from claimant.

**Measure Target:** Process all claims within 40 days.

**Measure Source and Calculation:** Claims are date stamped in when received and the letter to claimants is dated. This information is maintained by Administrative Services.

**Objective 79900.01 Has the Following Strategies:**

- Meet the requirements of the Prompt Payment Act (PPA) and the Comptroller's policy to pay vendors in accordance with the PPA 95% of the time.

**Objective 79900.02**

*To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.*

Meet the expectations in all areas of the Governor's Management Scorecard.

**This Objective Supports the Following Agency Goals:**

Strengthen oversight and improve agency internal controls.

**This Objective Has The Following Measure(s):**

- **Measure 79900.02.02**

*Percent of Governor's Management Scorecard categories marked as meets expectations for agency.*

**Measure Type:** Outcome

**Measure Frequency:** Annually

**Measure Baseline:** 100%, FY 2005

**Measure Target:** 100%, 2006-2008 biennium.

**Measure Source and Calculation:** Governor's Management Scorecard